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on September 18, 2006

PATENT

Attorney Docket No.: 20366-069210

TOWNSEND and TOWNSEND and CREW LLP

By: Sara B. McPeak

Sara B. McPeak

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Benjamin E. Hansen et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR
ONLINE CALL MANAGEMENT

Customer No.: 20350

Confirmation No. 7918

Examiner: Ovidio Escalante

Technology Center / Art Unit: 2614

AMENDMENT

Via EFS-Web

Mail Stop Amendment

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed June 19, 2006 on the above-referenced application, please enter the following amendments and remarks.

On March 15, 2004, a Power of Attorney and Statement were filed in this matter giving Townsend and Townsend and Crew LLP the power to prosecute this matter as practitioners associated with customer number 20350. Applicants enclose a Request for Corrected Filing Receipt and Application Data Sheet in order to change (i) the Attorney Docket No. for this matter to: 20366-069210 and (ii) the mailing address in this matter to the address that is associated with Customer Number 20350. Please also make these changes in PAIR.

Amendments to the Claims are reflected in the listing of claims that begins on page 2 of this paper.

Remarks/Arguments begin on page 8 of this paper.